



Late Collection and Non-collection

February 2025

At YMCA Childcare we have morning, afternoon and all day sessions. Parents are able to collect their child from the nursery flexibly within this time period asking them to be no later than the session end time, for example if they attend the morning session we expect children to be collected no later than 1pm, and afternoon/all-day session no later than 6pm. We understand that some parents may arrive earlier to collect their child, this is acceptable. However, the full fees still remain in place for the allocated session times.

We expect all parents to agree a time to collect their child from the setting. We give parents information about the procedures to follow if they expect to be late. These include:

- Agreeing a safety password with the setting in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Calling the setting as soon as possible to advise of their situation
- Asking a designated adult to collect their child wherever possible
- Informing the setting of this person's identity so staff can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
- This designated person must know the individual child's safety password in order for staff to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from the childcare setting after *15 minutes*, we initiate the following procedure:

- The Childcare manager will be informed that a child has not been collected
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, the manager will try the emergency contacts shown on the child's records
- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the setting will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority Customer First team to report the non collection
- The setting will inform Ofsted as soon as convenient





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- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process
- In order to provide this additional care a late fee of £10 for every 10 minutes will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

Contact numbers:

Name	Contact No
Customer First (Suffolk)	0808 800 4005
Ofsted	0300 123 1231

This policy was reviewed on:	Reviewed by:	Date for next review:
21.02.2025	K. Streater	20.02.2026
Signed on behalf of YMCA Trinity Group:	A.Spence	

